

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicant: Kevin Michael Ruppelt et al.	:	
	:	Art Unit: 3624
Serial No.: 09/480,589	:	
	:	Examiner: Loftis, Johnna R.
Filed: January 10, 2000	:	
	:	
For: METHOD, SYSTEM, AND	:	
PROGRAM PRODUCT FOR ON-LINE	:	
SERVICE CALL SCHEDULING	:	

**REQUEST FOR RECONSIDERATION AFTER FINAL REJECTION**

Mail Stop RCE  
Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

In response to the Final Office Action mailed January 22, 2009, and the Advisory Action mailed May 15, 2009, Applicants respectfully request reconsideration in light of the following remarks.